DAYTONA BEACH INTERNATIONAL AIRPORT

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Update

June 2006

DBIA gets high marks in customer service passenger survey

What's not to like? That's what passengers are saying about their Daytona Beach International Airport experience, according to a recent survey.

Four Embry-Riddle Aeronautical University students recently presented findings of the annual customer satisfaction survey conducted at Daytona Beach International Airport last fall.

The survey was conducted over two weeks and at various travel times.

The largest majority of passengers said they chose DBIA for its convenient location and expressed increased satisfaction with the airport's services and facilities compared to a similar survey conducted last year.

Favorable customer conveniences include the mail back program, where items surrendered to the TSA during security screening are mailed back to passengers at no cost to the passenger. Other conveniences include the courtesy parking lot shuttle service, free wireless Internet service, Internet workstations, and free weather and flight tracking.

PASSENGERS GIVE DBIA FAVORABLE RATINGS IN SURVEY
Embry-Riddle Aeronautical University students tabulate the results

NEW UNITED SERVICE PROVES POPULAR WITH AREA TRAVELERS
Recent chamber trip highlights convenience, cost savings of trip to Washington D.C.

Chamber's trip highlights ease of D.C. service

A recent trip to Washington D.C. illustrated the cost savings and convenience of flying to the nation's capitol from Daytona Beach on the new service offered by United airlines.

The trip was the annual Community Leader and Chamber Washington Fly-In hosted by Congressman John Mica. The venture was sponsored by The Chamber: Daytona Beach and Halifax Area.

The annual Fly-In event provides a forum to update delegates on federal issues.

Unlike past years when the nonstop service wasn't available from Daytona

(Please see chamber trip on Page 2)

Mica assists DBIA with runway improvement grant

U.S. Congressman John Mica has announced award of a $2.3 million federal grant to Daytona Beach International Airport for the design, purchase and installation of a new instrument landing system and medium approach lighting system for the airport's main runway.

"We're grateful for Congressman Mica's support on this much-needed airport improvement project," said DBIA Director of Aviation Dennis McGee.

The new landing and lighting systems will upgrade and improve operating efficiency and enhance safety at the airport. The ILS system is a critical navigation aid that enables pilots to land during inclement weather or reduced visibility conditions. DBIA's flight schools, commercial airlines, and general aviation pilots use this instrumentation extensively throughout the year with peak use during special events, such as the Daytona 500 when hundreds of aircraft arrive and depart the airport in highly compressed time periods, according to the airport's Steve Cooke.

"Daytona Beach International Airport is the 33rd most active towered airport in the United States for landings and takeoffs and is the 20th most active in the United States for radar controlled approaches," he said. "Only Miami International and Orlando International Airports have more radar-controlled approaches transiting their airspace within the state."

The new system, including design, installation and certification, is projected to cost $2.5 million. Ninety five percent of the funding is being provided through an FAA grant with the balance divided equally between the Airport the Florida Department of Transportation (FDOT).

Delta is the airport's flagship carrier

Atlanta-based Delta Air Lines offers Daytona Beach travelers a choice of more than 150 domestic and international destinations every day through its Atlanta hub. Delta has been the principal airline at Daytona Beach for decades.

"Delta continues to be like Old Faithful," said Steve Cooke, the airport's Director of Air Business Development. "They offer reliable, customer friendly service and affordable ticket prices. Not all airlines can make that claim."

Fares at Daytona Beach are competitive with other airports. For more information please consult your travel agent or access the web sites www.flydaytonafirst.com. or www.delta.com.

CONGRESSMAN JOHN MICA, SECOND FROM LEFT, SECURES DBIA GRANT
With Mica are, from left: County Chair Frank Bruno, Council Member Dwight Lewis, U.S. Dept. of Transportation Dputy Secretary Maria Cino and Council members Bill Long, Joie Alexander and Jack Hayman

Air Service

Daytona Beach International Airport

Daytona Beach International Airport offers scheduled flights with connections to all world-wide destinations

Chamber trip

(Continued from Page 1)

Beach, this year's delegation was able to fly nonstop from Daytona Beach International Airport on United Express.

Parking and check-in were a snap for United's 11:24 a.m. departure. Flight time was 90 minutess. Upon arrival, the delegation used the Washington Super Shuttle service (800-258-3826) to get downtown and within 30 minutes, the capitol dome was in view. The Super Shuttle service includes a fare of approximately $22 approximate for the first person and $10 for each additional person (time based on destination), a fraction of the cost for a cab ride to downtown. Super Shuttle offers fast, convenient service between all downtown Washington hotels and Washington-Dulles International Airport.

"Everyone agreed this year's trip could not have been easier," said the airport's Steve Cooke.

Traveling through DBIA a smart, economical decision

Whether traveling for business or pleasure, Volusia County residents make a smart choice when they "Fly Daytona First".

Daytona Beach International Airport connects passengers to hundreds of domestic and many international destinations though nonstop daily flights to Washington D.C., New York/Newark, and Atlanta.

Choosing DBIA can save time and money. DBIA travelers can do a travel analysis to get a more complete picture of the costs associated with travel. DBIA promotes a program called Travel Quality Management (TQM), as part of the ongoing efforts to inform customers of the comparative cost of air travel at Daytona Beach compared with other airports.

The TQM program provides an "apples-to-apples" comparison for travel from Daytona Beach International Airport compared to its closest competitive airports — Orlando and Jacksonville. The TQM approach measures the fare difference, mileage expense, gas expense, tolls and parking between airports, so the complete cost of travel can be compared between airports.

"If travelers consider all of the cost factors when choosing an airline and an airport, DBIA is often a better bargain than alternate airports," said Stephen Cooke, director of business development. "One factor that is invaluable is the time you save traveling through DBIA."

PARKING AT DBIA IS CHEAPER THAN OTHER AIRPORTS
This is another reason why it makes "cents" to fly from Daytona Beach

The most recent concern for travelers is the rising cost of fuel. According to the Energy Information Administration, a group that monitors the national energy statistics for the United States Government, the cost of fuel rose 18 cents to an average price of $2.93 per gallon in the lower Atlantic region during only one week in May. At $2.93 a gallon, driving 165 miles round trip from Volusia County to Orlando's airport will add $32.23 to the whole trip, assuming vehicle mileage of 15 miles per gallon.

Compare these costs with living in Ormond Beach and getting dropped off for your flight at DBIA and the savings is truly substancial. If you park your car for a week in Orlando, this adds another $105 to the trip cost. Overall, travel through Orlando International Airport raises the gas expense, triples the parking fees, adds over an hour in drive time and even could be more expensive if you choose toll roads.

There's a lot to consider when choosing an airport. That's why we make your decision easier with the convenience of Daytona Beach International Airport. To learn more, visit the airport's web site www.flydaytonafirst.com.

Continental Airlines passenger loads increase at DBIA

AIR TRAVELERS PACK FLIGHTS TO NEW YORK/NEWARK
Continental's Katy Nelson assists traveler Peter Warren

During April, Continental Airlines reported passenger loads of 91 percent at Daytona Beach International Airport, compared with an 80 percent load factor in April 2005. The increase is due in part to the fleet change made by Continental in December. Continental changed aircraft from the 50-passenger regional jet to the 124-passenger Boeing 737.

Bigger planes this year also meant more passengers with 6,441 passengers reported in April compared to 3,780 passengers in April 2005 — an increase of 70 percent for the Houston- based carrier.

For more information about Continental Airlines' service in Daytona Beach, visit www.flydaytonafirst.com.

Tourism authorities key partners in air service development

As part of ongoing efforts to expand air services in the region, Daytona Beach International Airport (DBIA) has partnered with the Daytona Beach Area Convention and Visitors Bureau (CVB) and area hotels on several recent marketing initiatives.

"Airlines have very limited advertising budgets and where smaller airports like DBIA are concerned, the air service offered is not promoted as much as needed," said Stephen Cooke, director of business development for DBIA. "It's important for the airport and our tourism bureaus to advertise to generate visitors to our destination via air travel."

Business brisk at DBIA's banquet/meeting facility

The Volusia Room banquet center at Daytona Beach International Airport reopened a year ago with state-of-the-art facilities, a fantastic view of the airfield and excellent food service catering. The new facility offers a fresh, new meeting venue for area businesses.

"Business is great," said Sandra Ballou, catering manager. "We're booking for all kinds of events — from meetings to weddings to high school proms. We receive a lot of repeat meeting and group business, and groups often are using the entire 4,300-square-foot facility."

Molly Justice, president of the Florida Public Relations Association Volusia County Chapter and repeat business client, provided a very favorable review of her association's experiences. "We really enjoy using the Volusia Room at the Airport because it offers a convenient location and a professional venue for our meetings. We receive great service from the catering staff, and our members are pleased with their meeting experience."

The Volusia Room offers a pre-function/reception area and a meeting/event room that can be used as one large facility or easily can be divided to accommodate multiple, simultaneous events.

VOLUSIA ROOM OFFERS PANORAMIC VIEW OF AIRFIELD
DBIA's banquet/meeting facility is the site of many meetings, gatherings

With capacity for seating 130 banquet guests and 200 theater-style seating guests, the Volusia Room has audio/visual services that include differential lighting, two projection screens, a speaker's podium, computer capability and an upgraded sound system. MSE International of Florida, LLC provides catering for special events and meetings in the Volusia Room.

To reserve the Volusia Room for a business event, please contact Sandra Ballou, catering manager, at (386) 562-4060.

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Volusia County FLORIDA

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